

Verizon wireless has egnored 22 months of complaints. I have a severe hearing lose and need a phone that I can hear on. In order for that to happen, I have to buy another phone at retail(not sale price)VERY HIGH PRICE, WHICH I CANNOT AFFORD.One year ago, my phone got wet and I had to buy the same phone because of their rules, so I did. So I am paying all this time because I have been intimidated by them for a service that I cannot use. I have to get the numbers and go to another phone to be able to hear. IS THERE NOT LAWS TO PROTECT PEOPLE WITH DIABILITIES OF HEARING?